

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 23 - Elder Law and Advocacy

From: 07/01/2009 To: 06/30/2010

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	27	31	20	10	88
Estimated Number of Attendees	542	731	513	435	2,221
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	7	7	5	10	29
Estimated Number of Attendees	760	1,370	577	13,975	16,682
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	1	0	0	0	1
Estimated Number of Persons Reached	4,000	0	0	0	4,000

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	6	8	3	0	17
Estimated Number of Targeted Persons Reached	33,000	128,150	1,750,500	0	1,911,650
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
	30	59	37	26	
Dual Eligible with Mental Illness	0	0	0	0	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	40	46	28	20	134
Grievances / Appeals - Plan Issues	14	29	26	20	89
Long-Term Care / Insurance	10	29	27	20	86
Low Income Subsidy (LIS) / Application Assistance	23	41	28	20	112
Medicare (Parts A & B)	37	44	28	20	129
Medicare Advantage (Part C)	35	45	28	20	128
Medicare Fraud / Abuse	25	38	28	20	111
Medicare Prescription Drug Coverage (Part D)	37	43	27	20	127
Medigap / Medicare Supplements	23	36	27	20	106
Non-Medicare Fraud/Abuse	3	18	15	8	44
Other Topics / Issues (Health Specific)	3	4	1	1	9

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	9	15	19	18	61
QMB/SLMB/QI	13	14	27	20	74
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	27	41	28	19	115
American Indian or Naitave Alaskan	20	40	28	20	108
Asian Indian	0	0	0	0	0
Caucasian	16	44	28	20	108
Chinese	0	0	0	0	0
Disabled	29	42	28	20	119
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	10	33	26	19	88
Family Member/Caregiver of Beneficiary	28	39	28	20	115
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	29	41	28	20	118
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	28	42	27	20	117
Medicare Beneficiaries	29	45	26	19	119
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	10	32	23	15	80
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	1	3	1	0	5
Other Asian	18	40	27	20	105
Other Pacific Islander	16	39	28	20	103
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	12	27	17	12	68
Rural	3	25	5	1	34
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	1,372	2,627	1,527	5,637	11,163
"Taking Care of Tomorrow"	0	5	0	11	16
Other Publications (Created by or on Behalf of Local HICAP)	3,154	6,141	3,735	5,580	18,610
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	2	3	12	5	22

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	424	868	809	695	2,796
Total Finalized Intakes	392	669	631	603	2,295
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	112	185	206	196	699
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	7	17	21	11	56
CHA	0	1	1	1	3
CMS/Medicare	89	145	125	85	444
Friend/Relative	45	54	59	45	203
InfoVan	0	0	1	0	1
Internet	6	13	3	17	39
Mailings	0	0	0	0	0
Media	3	9	8	5	25
Other	52	94	87	142	375
Presentations	19	31	35	24	109
Previous Contacts	0	0	0	1	1
State Website	0	0	0	0	0
Missing/Not Collected	59	120	85	76	340
Mode of Client Contact					
Quick Call Contacts	730	1,285	1,046	478	3,539
Contacts by Telephone	112	201	174	181	668
Contacts In Person at home	4	1	15	8	28
Contacts In Person at site	301	540	515	478	1,834
Contacts by E-Mail	16	53	76	58	203
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	1,163	2,080	1,826	1,203	6,272
Contact Status Types					
General info	0	0	0	0	0
Detailed Assistance	0	0	0	1	1
Problem Solving/Resolution	0	0	0	0	0
Total Counseling Time Spent by Counselor Type					
Program Manager	12.45	33.45	23.10	39.05	108.05
Volunteer	278.24	573.06	465.03	503.07	1,819.40
Paid	63.49	186.09	114.25	113.32	477.15
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	60	72	61	69	262
Race					
African American/Black	9	18	21	11	59

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	2	0	1	1	4
Caucasian/White	266	490	435	383	1,574
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	1	1	0	0	2
Asian Indian	1	3	3	4	11
Chinese	0	12	8	3	23
Filipino	7	5	17	22	51
Japanese	1	3	0	3	7
Hmong	0	0	0	0	0
Korean	2	1	1	0	4
Vietnamese	2	0	2	9	13
Other Pacific Islander	0	0	0	0	0
Other Asian	0	1	0	0	1
Two or More Race	1	2	3	4	10
Some Other race	0	2	6	2	10
Not Collected	100	131	134	161	526
Gender					
Female	237	426	387	334	1,384
Male	143	231	214	206	794
Not Collected	12	12	30	63	117
Monthly Income					
Less than 150% of FPL	125	169	190	169	653
Equal To/Greater than 150% of FPL	146	291	273	251	961
Not collected	121	209	168	183	681
Client Asset Limits					
Below LIS Asset limit	0	0	0	0	0
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	392	669	631	603	2,295

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	32	38	35	47	152
Limited English Proficient (LEP)	25	19	23	48	115
Dual Eligible	77	102	90	117	386
Medicare Status Due to Disability	100	113	107	103	423
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	0	0	0
Age					
Under 60	62	85	93	71	311
60-64	36	44	35	101	216
65-74	159	320	272	225	976
75-84	78	134	137	116	465
85+	39	55	70	56	220
Not Collected	18	31	24	34	107
Marital Status					
Married	130	226	221	210	787
Never Married	57	79	60	72	268
Separated	5	14	8	12	39
Divorced	66	134	116	99	415
Widowed	72	119	122	102	415
Domestic Partner	4	3	1	2	10
Not Collected	58	94	103	106	361
Estimated Financial Saving					
Clients with Financial Savings	1	1	3	7	12
Estimated Dollars Saved	\$2,000.00	\$848.93	\$8,000.00	\$21,200.00	\$32,048.93

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	134	224	223	211	792
Benefit Comparisons/Explanation/Coverge Changes	142	274	260	199	875
Appeals/Grievances	23	28	30	27	108
Billings/Claims	20	30	32	50	132
Fraud/Abuse	2	0	2	4	8
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	19	22	26	79	146
Billings/Claims	6	1	6	32	45
LTC Partnership	0	0	0	0	0
Appeal/Greivances	1	0	4	25	30
Fraud/Abuse	0	0	1	2	3
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	80	202	169	135	586
Benefit Explanation	99	232	181	139	651
Appeals/Grievances	10	9	11	12	42
Billings/Claims	1	10	12	23	46
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	2	22	23	22	69
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	0	0
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	139	268	271	223	901
Benefit Explanation	170	362	313	225	1,070
Appeals/Grievances	20	30	23	33	106
Billings/Claims	17	24	39	55	135
Fraud/Abuse	1	1	1	5	8
Coverage Changes/Disenrollment	16	54	36	38	144
Plan Non Renewal	8	3	12	16	39
Plan Comparison	0	0	0	0	0
Enrollment/Enrollment Asistance	0	0	0	0	0
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	24	19	36	31	110
Medi-Cal Application Assistance	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	31	34	65	68	198
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	2	1	2	0	5
Other	113	151	168	162	594
Other					
Employer/Federal Health Benefits (FEHB)	26	69	47	45	187
Military Benefits	12	19	20	19	70
COBRA	13	17	14	16	60
Mental Health Topics	8	6	3	5	22
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	15	26	27	19	87
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	0	0	0
Eligibility/Screening	140	265	260	216	881
Plan Comparison	161	321	282	190	954
Enrollment/Anrollment Assistance	28	55	46	43	172
Billings/Claims	5	5	8	14	32
Coverage Changes	7	34	19	20	80
Re-enrollment	7	10	3	5	25
Disenrollment	1	0	2	0	3
TROOP	3	7	1	2	13
Other	5	30	94	94	223
LIS / Extra Help					
Eligibility / Screening	113	163	216	177	669
Benefit Explanation	0	0	0	0	0
Application Assistance	44	39	74	68	225
Claims/Billings	0	0	0	0	0
Appeals / Grievances	4	4	6	11	25
Other Prescription Drug CoveragePlans					
Union/employer	17	21	10	14	62
PPARx	11	9	6	3	29
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	12	16	19	10	57
Other	2	8	5	6	21
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	6	7	19	16	48
Lag Time	0	1	1	1	3
Multiple Enrollment	2	2	1	1	6
Poor Training of Agents	1	0	0	1	2
Poor Training of CSR	1	0	1	0	2

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	1	0	0	0	1
Marketing Fraud/Abuse	1	0	0	0	1
Agent fraud/abuse	1	0	0	0	1
Formulary problems/changes	10	5	3	6	24
Dosage problem	0	1	0	0	1
Data problems	0	1	0	1	2
Delay in medications	3	1	4	6	14
Incorrect Co-Pay/Can't Afford Co-Pay	0	3	3	6	12
Client reached donut hole	24	17	5	4	50
SSA Premium withheld	2	1	0	3	6
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	31	22	21	74
Legal Clients Served	0	280	280	255	815
Cases Opened	0	31	32	31	94
Cases Closed	0	26	31	33	90
Favorable Closed Case Results	0	10	19	18	47
Client Representation Hours	0	420	420	420	1,260
Consultation to Program Hours	0	120	120	120	360
HICAP Legal Clients that Saved	0	10	15	7	32
Estimated Financial Savings	\$0.00	\$16,563.00	\$137,371.00	\$34,974.00	\$188,908.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	1	0	1	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	1	1
Other:	1	7	2	8	18
TOTAL MEDICARE PART D COMPLAINTS	1	8	2	10	21

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	2	8	12	34	56
Total duration of calls	0.00	2.14	1.45	23.09	26.68